

2000-19-10
245409

GLOBAL CONNECTION INC. OF AMERICA
Legal Department
5555 Oakbrook Parkway, Suite 620
Norcross, GA 30093
Direct Telephone: 678.741.6240
Facsimile: 678.741.6333
Email: abriggs@gcioa.com

GLOBAL CONNECTION INC. OF AMERICA

July 22, 2013

Mr. David Lacoste
Public Service Commission of South Carolina
Saluda Building
101 Executive Center Drive
Columbia, SC 29210

Subject: Global Connection Inc. of America
F/K/A Global Connection of South Carolina, Inc.
2nd Quarter Service Quality Report **2013**
Pursuant to R.103-614, 618, 619, 661 & 663

Dear Mr. Lacoste:

Enclosed with this letter is the original Monthly Service Quality Report for Global Connection of South Carolina, Inc. for the quarter ending **June 30, 2013** as required by the Commission pursuant to Rule 103-614, 618, 619, 661 & 663.

If you should require additional information or if you should have any questions regarding the enclosed report, please feel free to contact me as indicated above.

Very truly yours,



Angela Briggs
Paralegal

/acb
Enclosure



A Communications Company

SCPC CLEC - QUARTERLY SERVICE REPORT

SOUTH CAROLINA OPERATIONS
2nd Quarter Results
Apr, May, Jun 2013

COMPANY NAME Global Connection Inc. of America

QUARTER/YEAR 2nd Quarter / 2013

Month:	<u>April</u>	<u>May</u>	<u>June</u>
Number of customer Access Lines	<u>2,707</u>	<u>2,664</u>	<u>2,602</u>
	<u>113</u>	<u>120</u>	<u>141</u>
Trouble Report / Access Line (%)	<u>4.17%</u>	<u>4.50%</u>	<u>5.42%</u>
Customer Out of Service Clearing Times (%)	<u>95%</u>	<u>95%</u>	<u>95%</u>
New Installs Completed within 5 Days (%)	<u>99%</u>	<u>99%</u>	<u>99%</u>
Commitment Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations _____

Person Making Report / Contact Information Issa Elkhoury

Phone (678) 741-6444

5555 Oakbrook Parkway, Ste. 620
Norcross, GA 30093